



# **DISASTER VOUCHER PROGRAM (DVP) APPLICATION**

## **USER GUIDE**

**U.S. DEPARTMENT OF HOUSING  
AND URBAN DEVELOPMENT**

April, 2006

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## **1 READ BEFORE USING THE SYSTEM**

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## 1.1 Overview

This document is designed to assist users of the Disaster Voucher Program (DVP) Application. DVP is designed to streamline the processing of families who lost housing as a result of any hurricane or disaster, and relocate families already in the HUD rental assistance programs. The application provides verification of family eligibility and allows data entry for their new or temporary housing assistance details.

## 1.2 Types of Users

There are broad categories for users of the system:

- Housing Authority Users (HA Users) – specifically personnel who work with Section 8 housing
- HUD Users and HUD relocation assistance contractors
- Guest Users (Usually non-HUD and non-HA contract staff)

When using the system, these different users will be able to perform actions based on their assigned roles in the system. Access rights for each user type are described in Table 1.

Actions	HA User	HUD User	Guest User
1. Search for a family	Yes	Yes	Yes
2. Establish Eligibility	Yes	Yes	Yes
3. Update family information	Submit/modify <sup>1</sup>	Submit/modify*	Submit/modify
4. Record a family's lease	Submit/modify	Submit/modify	(No access)
5. View DVP Reports	Read only	Read only	Read only
6. Rollback records	(No access)	Submit/modify	(No access)
7. View Archives	Read only	Read only	Read only
8. Add Household	Yes	Yes	Yes
9. Add HL-CPD (Homeless) Household	Yes	Yes	(No access)
10. Approve New Household	Upon Request	Upon Request	Upon Request

Table 1 – User Access Rights

NOTE: The functionality to establish DVP Eligibility through the Questionnaire has been temporarily disabled.

## 1.3 What you Need to Use the System

- An understanding of Disaster Voucher Program Interim Operating Requirements
- A valid User Id and password to the IMS system
- Access to the DVP Application (See Appendix A).

## 1.4 DVP Eligibility

Families are eligible to receive assistance through this program if they meet the following criteria:

- The family must have been HUD-housed in the designated disaster Zone.
- The family must be designated by HUD as eligible for housing assistance under eligibility code HE (HUD Exception).
- Families currently participating in KDHAP and who are eligible for DVP, will have their KDHAP assistance converted to DVP

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<sup>1</sup> HA and HUD Users can modify lease information, whereas Guest users do not have access to the “Lease information” section of the form.

## 1.5 New Security Measures in DVP: “Record Locking”

DVP system version 2.0 has incorporated strict security measures that will restrict record modification rights to the receiving PHA users only. The following bullets explain how records are locked or opened for modification for HA and Guest users. Note that **HUD** and **Super Users** are **not restricted** from modifying any such locked records.

- A Household assistance record is locked when that household is assigned to a Receiving PHA and Lease information is in place.
- A locked record can only be modified by the HA users that belong to the Receiving PHA for that record. Consider the following situations:
- Scenario A-
  - a) A household named John Doe is assigned to the Houston Housing Authority (TX005) but lease information is not yet populated i.e the record is **not yet locked** and can be modified by any type of user.
- Scenario B-
  - b) A household named John Doe is assigned to the Houston Housing Authority (TX005) and the **lease information is entered and saved** i.e record is now **locked**.
    - 1) This record can not be modified by the Guest user.
    - 2) This record is locked for HA users that do not physically belong to the Houston HA (TX005)
    - 3) Only HA users that belong to TX005 can now modify this record.

### Explanation of the term: “HA Users that belong to the Receiving PHA”

User id’s for HA users will appear in the security list when the PHA they belong to is selected from the navigation drop-down boxes in the security list. See the screenshot provided below:

If a record is locked for TN001 (PHA selected in the screenshot 1.5a), it can only be modified by the users listed under it. In this example such users are: *jxbourne*, *jpgoe*, *sksmith*, *gxwashing* etc. Only these users can modify the record provided they have access to the DVP sub module.

Any other users that do not belong to TN001 will have read-only access to the TN001 records.

User ID	User Name
<a href="#">jxbourne</a>	Jason Bourne
<a href="#">jpgoe</a>	John P. Doe
<a href="#">sksmith</a>	Sandra K. Smith
<a href="#">gxwashing</a>	George Washington
<a href="#">almaria</a>	Ana L. Maria

Figure 1.5a

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## **2 USING THE DVP SYSTEM**

## 2.1 – LOGON

- a) **Open** a browser window (Internet Explorer and go to the following URL: <https://pictest.hud.gov/> (Please include the ‘s’ at the end of ‘http’ to read ‘https’)
- b) Some users may receive a security pop-up window as illustrated in Figure 1a. For security purposes users must click ‘Yes’ to proceed into the system
- c) If you do not receive this pop-up window, proceed to the Logon Page (figure 1b).
- d) **Type** in your User ID and Password and **Click** on ‘Logon to PIC’.



Figure 1a. You may see this box - Click ‘Yes’

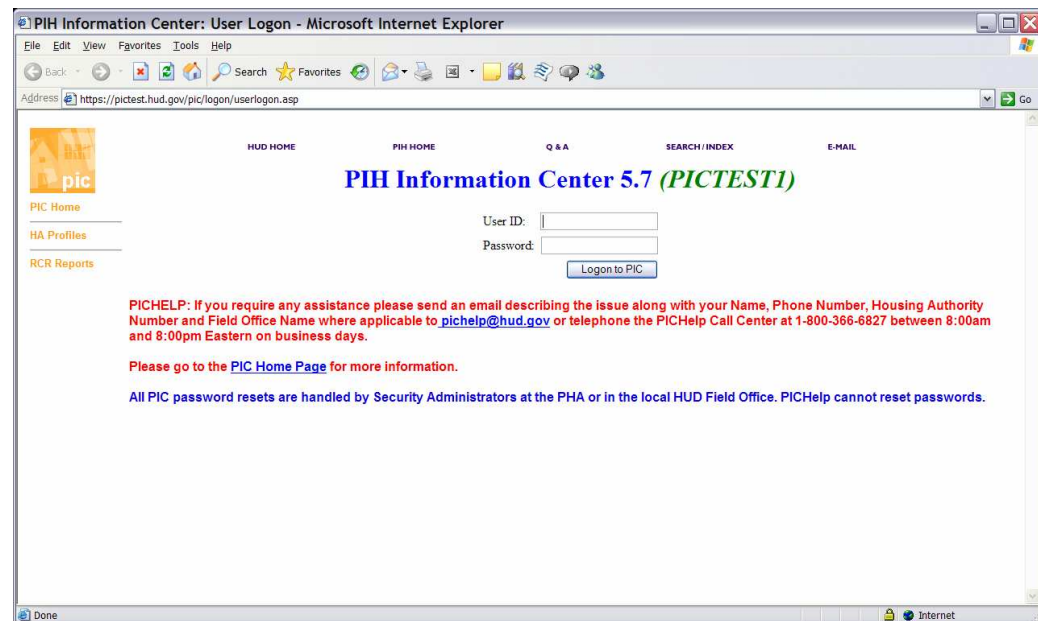


Figure 1b. – User Logon

## 2.2 – UPDATE USER PROFILE - NEW USERS ONLY

When a new User logs onto the IMS system, the User Profile screen is displayed. New Users are required to update their account information as described below (see figure 2a.)

- a) Under **User Contact Information Section**, enter first name, last name and select a Salutation from drop-down list.
- b) Under **Mailing Address Section**, enter mailing information in required fields (marked in asterisks).
- c) Under **Password Information Section**, type in your New Password and Enter information in the required fields (Password should be a minimum of eight (8) but less than fourteen (14) characters, including numbers, symbols).
- d) **Click** on the **Save** Button at the bottom right of the screen. The **public and Indian housing information center** Screen is displayed.

User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Go Links

Address: https://nthhqd149.hud.gov/pic/userprofile/userprofile\_nonwass.asp

HUD HOME PIH HOME Q & A SEARCH/INDEX E-MAIL

**User Profile**

Please complete the user registration information on this page.

PIC Home HA Profiles RCR Reports

UserID: david

**User Contact Information**

First Name: david  
Last Name: david  
Title:  
Salutation: (None Selected)

Address Type: Mailing Address

Address Line 1: \*  
Address Line 2:  
City/Locality: \*  
County:  
State: Alaska  
Zip Code: \* - \*  
Phone Number: 0-  
Ext:  
Fax Number: 0-  
Email Address: asd@sdsf.com

**User Password Information**

New Password: \*  
Confirm Password: \* Passwords must be at least 8 and no more than 14 characters  
Secret Question: \*  
Answer to Secret Question: \*

Save

Figure 2a – Updating the User Profile for New Users



## 2.3 – NAVIGATE TO DVP APPLICATION

- a) Once user is logged into the **public and Indian housing information center** Screen displayed (see figure 3a)

**Note:**

Available options on the left menu are dependent on User access rights.

- b) On the left menu bar as shown in Figure 3a, Click on “**PIH Information**” Button.
- c) Then select “**Disaster Assistance**” from the submenu displayed.

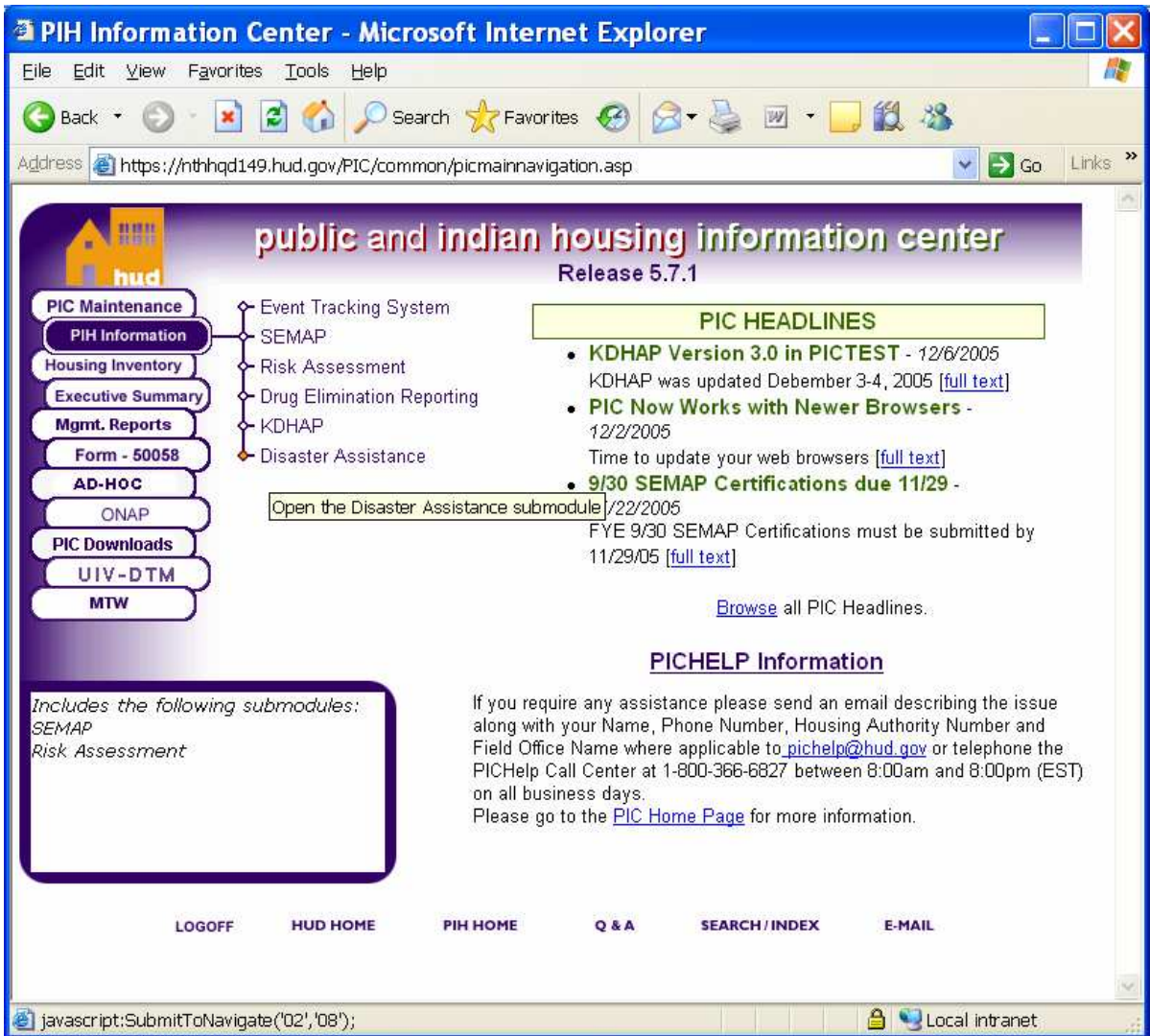


Figure 3a – Select PIH Information, Disaster Assistance

## 2.4 – PRIVACY ACT WARNING AND ACCEPTANCE

a) When user clicks on the DVP Submenu, the “**Privacy Act (See Figure 4a) Statement and Compliance Notice**” page is displayed.

b) Click “**Agree**” to launch DVP Application.

Note

**You cannot access the DVP system without agreeing to this Notice.**

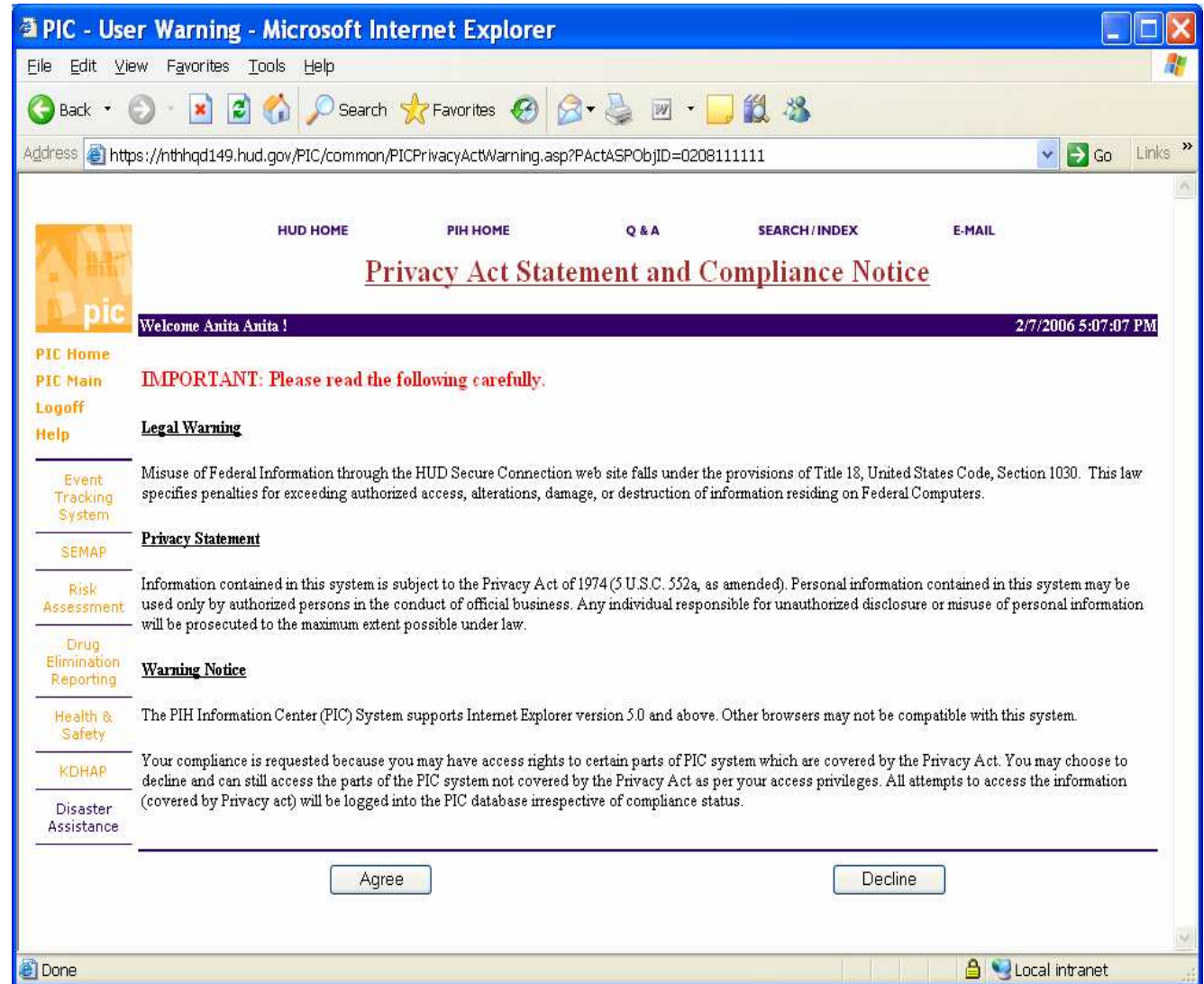


Figure 4a – Read before accepting

## 2.5 – SEARCHING FOR HOUSEHOLD ASSISTANCE RECORDS

After accepting the Privacy Act Notice, the Search for Household Assistance Details page opens as shown Figure 5a.

- a) This screen can be used to search for Household Assistance Details using any one of the two choices listed below:
  - i. **By Social Security Number (SSN)**
  - ii. **By Other Information** – Type in last name and at a minimum, one of the following characteristics: first name and/or Sex and/or date of birth (MM/DD/YYYY).
- b) Click the corresponding **Search** Button.

### Notes

**Search** – When Searching by Information, Last name and one of the following are required:

- First name
- Date of birth
- Sex

**System Access** – System security is role based, so some functions may not be available to you. For a detailed explanation, please see *Section 1. - “Who Should Use the System.”*

**Functionality** – When a family is found, DVP may be used to record information about that family such as: Updated family information, assignment to a PHA, and recording a family’s lease (for HUD reimbursement).

**DVP Reports**

Search Households Assistance Details Add Households

**Disaster Voucher Program (Ver 1.0)**

Search for Household Assistance details

Search by SSN:

SSN:

---

Search by Information:

Last Name:  (required)

First Name:

Sex:

Date of Birth:  mm/dd/yyyy

Searching by information may take long time to retrieve results as it may match several last names. To get the results faster please provide as many characters of Last name and first name as possible along with Date of birth and gender.

[Click here to view/update details of households already assigned to PHA](#)

**Figure 5a – Search for Household Details**

## 2.6 – SELECTING THE CORRECT HOUSEHOLD RECORD

- Search results appear in a table at the bottom of the screen (see Figure 6a).
- Review the list to find the correct record.
- Then click on the SSN link (the first field on the left side of the table) of the record to review or edit Assistance details.

### Note:

An asterisk next to an SSN number indicates that the Household is already assigned to a PHA (shown in last column) for assistance.

### Notes

If a family cannot be found in the database, verify the following:

- The information is correct for the head of household. Only the HOH information can be used to retrieve Household Assistance details.

DVP
Reports

Search Households
Assistance Details
Add Households

Disaster Voucher Program (Ver 2.0)

Total 3 record(s) found. Please scroll down to view the results.

Search for Household Assistance details

Search by SSN:

SSN:

Search by Information:

Last Name:
(required)

First Name:

Sex:

Date of Birth:
mm/dd/yyyy

Searching by information may take long time to retrieve results as it may match several last names. To get the results faster please provide as many characters of Last name and first name as possible along with Date of birth and gender.

[View DVP User Manual.](#)

[Click here to view/update details of households already assigned to PHA](#)

- Click on the SSN link to View/Create Assistance Record.
- Asterisk (\*): Marks families that are already assigned to a receiving PHA for assistance
- Hash (#): Marks families that are not covered by DVP program and are ineligible because they were assisted under certain sections of Multifamily program. Such families must seek assistance from regular KDHP.

#	SSN	First Name	Last Name	Date of Birth	Sex	Pre-Disaster Address	Receiving PHA	Archived Data
1	XXX-XX- <input type="text"/> *	<input type="text"/>	Lincoln	<input type="text"/>	M	<input type="text"/>	TX005	<a href="#">View</a>
2	XXX-XX- <input type="text"/>	<input type="text"/>	LINCOLN	<input type="text"/>		<input type="text"/>		
3	XXX-XX- <input type="text"/>	<input type="text"/>	LINCOLN	<input type="text"/>		<input type="text"/>		

Figure 6a – Click on the SSN to view/edit the record

## 2.7 – VIEWING/EDITING HOUSEHOLD ASSISTANCE DETAILS

### Required Fields

The following fields **MUST** be updated before the record can be saved. (See Figure 7a)

- a. **Pre Disaster Program Type**
  - i. PH - Displaced Public Housing Resident
  - ii. VO - Displaced Voucher Family
  - iii. OH - Displaced Other Federally Assisted Housing Family
  - iv. HL – CPD (Homeless)
  - v. MF - Multifamily
  - vi. MR –Mod Rehab
- b. **New Program Type (required if a ‘Receiving PHA’ is selected)**
  - i. NV - DVP Voucher
  - ii. PH - Public Housing
  - iii. PI - Voucher Port In
  - iv. VA - Voucher Absorbed
  - v. MF – Multi Family
  - vi. US – USDA Assistance
  - vii. HL – CPD Assistance
  - viii. OT- Other Federal Assistance
- c. **Bedroom Size (Prior and Requested)**
- d. **Family Members (if applicable)**
- e. **Total Number of Family Members**
- f. **HA Determined Eligibility** (For HA Users only, others can leave the default value unchanged)

DVP Reports									
Search Households	Assistance Details								
Disaster Voucher Program (Ver 1.0)									
Details for SSN: XXX-XX-XXXX									
Head of Household Name: [Redacted] (FirstName   Middle Initial   Last Name)									
Program: Disaster Voucher Program									
Initial PHA (Code and Name): TRACS FHA MULTIFAMILY									
Sex: F	Date of Birth: [Redacted] (mm/dd/yyyy)								
Disaster Program Code:	HA Determined Eligible: <input type="radio"/> Yes <input checked="" type="radio"/> No								
Pre Disaster Program Type:* MF - MultiFamily									
Contact Numbers (and comments): [Redacted] Alt: [Redacted]									
Pre Disaster Address: [Redacted] Eutaw AL 35462									
Current Address:									
Receiving PHA Information: <input type="radio"/> Assign PHA now! <input checked="" type="radio"/> Assign PHA later!									
<a href="#">Click here to view the contact information of housing Authorities</a>									
Receiving PHA Contact Name: [Redacted]	Receiving PHA Email: [Redacted]								
Receiving PHA Contact Number: [Redacted]	Receiving PHA Fax Number: [Redacted]								
New Program Type: - Select New Program Type -	Bedroom Size: Prior* [Redacted] Requested* [Redacted]								
Family members: Enter up to 14 more family member names here. Following fields are required for each valid entry									
Required fields: First Name, Last Name, Date of Birth, Gender and Citizenship Indicator									
#	First Name*	MI	Last Name*	SSN	Date of Birth*	Sex*	Disbl	Ind	Citizenship*
1	[Redacted]		SMITH	[Redacted]	[Redacted]	F		Y	[Redacted]
2						[Redacted]			[Redacted]
3						[Redacted]			[Redacted]
4						[Redacted]			[Redacted]
5						[Redacted]			[Redacted]

Figure 7a – Edit Family Assistance Details

**NOTE:** A locked record (household assistance record with lease information) can be edited only by a PHA user that belongs to the Receiving PHA. See the section 1.5 about DVP v2.0 security changes.

In Addition to the **New Program Types** listed above, DVP system has one more program type: **AH –Affected Public Housing**, which cannot be selected from the interface. Households covered under this program are added to the system through the backend data import process. Assistance offered under this program type ends on 12/31/2006.

## 2.8 – UPDATING FAMILY MEMBERS INFORMATION

- a) Missing family members may be added to the system through the family member details section.
- b) Each valid entry must have First Name, Last Name, Date of Birth and Citizenship status populated.
- c) First entry, reserved for Head of Household, can not be modified except for Citizenship status.
- d) Total number of family members includes the head of household as well.

#	First Name*	MI	Last Name*	SSN	Date of Birth*	Sex*	Disbl Ind	Citizenship*
1						M	N	Yes
2						F	No	Yes
3						F	No	No
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

Total Number of Family Members:\* 3

Figure 8a – Edit Family members details

## 2.9 – ASSIGNING PHA LATER

- a) Users may opt to assign PHA later. To do so, leave the record in its default state as shown in **Figure 9a**.

Receiving PHA Information: <input type="radio"/> Assign PHA now! <input checked="" type="radio"/> Assign PHA later!	
<a href="#">Click here to view the contact information of housing Authorities</a>	
Receiving PHA Contact Name: <input type="text"/>	Receiving PHA Email: <input type="text"/>
Receiving PHA Contact Number: <input type="text"/>	Receiving PHA Fax Number: <input type="text"/>

Figure 9a – Select Assign PHA Later to Save Record Without a PHA

## 2.10 – ASSIGNING PHA NOW/SEARCH FOR PHA

- a) Select “**Assign PHA Now!**” to fill out all PHA information. (See Figure 10a)
- b) To search for the PHA codes and organization details, click on the Link “**Click here to Search PHA Information**”

Receiving PHA Information: <input checked="" type="radio"/> Assign PHA now! <input type="radio"/> Assign PHA later!	
<div>HQ Office: Hub: Field Office: Housing Authority: State:</div> <div>Program Type:</div>	
<div>Click here to Search for PHA Information</div> <div><a href="#">Click here to view the contact information of housing Authorities</a></div>	

Figure 10a – Select Assign PHA Now to Save Record with a PHA



## 2.11 – SEARCHING FOR A PHA BY NAME

- a) To search for **PHA By Name** type in the first few characters of PHA name and click search (See Figure 10a.) (At least 3 characters are required for successful search.)

The screenshot displays the 'Disaster Voucher Program (Ver 1.0)' interface. At the top, there is a green navigation bar with 'DVP' in yellow and 'Reports' in white. Below this, a dark green bar contains three links: 'Search Households', 'Assistance Details', and 'Add Households'. The main header is a yellow bar with the text 'Disaster Voucher Program (Ver 1.0)'. Below the header, the section is titled 'Search PHA details' in green. A paragraph of instructions follows: 'Please enter first few characters of PHA name and click "Search PHA Hierarchy details" button to search for PHA organization hierarchy details. To select the details of desired PHA found within results, click "Select this PHA" button located next to the PHA Name. Click Cancel Button to return to the original page without selecting new PHA.' Below this text is a search input field, a 'Search PHA.' button, and a 'Cancel' button. A green message below the buttons states: 'Please enter first few characters of PHA name to search for its details. At least 3 characters are required'.

**DVP** Reports

Search Households Assistance Details Add Households

**Disaster Voucher Program (Ver 1.0)**

**Search PHA details**

Please enter first few characters of PHA name and click "Search PHA Hierarchy details" button to search for PHA organization hierarchy details. To select the details of desired PHA found within results, click "Select this PHA" button located next to the PHA Name. Click Cancel Button to return to the original page without selecting new PHA.

Search PHA. Cancel

Please enter first few characters of PHA name to search for its details.  
**At least 3 characters are required**

**Figure 11a – Search for PHA**



- b) Chose the appropriate match from the displayed list, and click **“Select this PHA”** button located next to it (see Figure 11b).

When the **“Select this PHA”** button has been clicked, the PHA information is automatically populated in the main Household Assistance Details screen (see Figure 11c)

Harris County    Search PHA.    Cancel

List of PHAs with name matching : Harris County

**HARRIS COUNTY (Housing Authority of the County of Harris)**    << Select this PHA

HQ Office: PO Field operations  
 Hub: 4HATL Atlanta Hub  
 Field Office: 4APH ATLANTA HUB OFFICE  
 Housing Authority: GA161 HARRIS COUNTY  
 State: GA    Program Type: Low Rent

**Harris County Housing Authority (Harris County Housing Authority)**    << Select this PHA

HQ Office: PO Field operations  
 Hub: 6HFTW Fort Worth Hub  
 Field Office: 6EPH HOUSTON PROGRAM CENTER  
 Housing Authority: TX441 Harris County Housing Authority  
 State: TX    Program Type: Section 8

**Figure 11b – A List of PHAs with Names Matching The Search Text**

Receiving PHA Information: ☒ Assign PHA now!    ☐ Assign PHA later!

HQ Office: PO Field operations  
 Hub: 4HATL Atlanta Hub  
 Field Office: 4APH ATLANTA HUB OFFICE  
 Housing Authority: **GA161 HARRIS COUNTY**  
 State: GA    Program Type: **Low Rent**

Click here to Search for PHA Information

[Click here to view the contact information of housing Authorities](#)

**Figure 11c – PHA details populated back in the Assistance Details page.**

## 2.12 – ENTERING LEASE INFORMATION - HA USERS ONLY

The Lease information Section of the form is NOT available to Guest users.

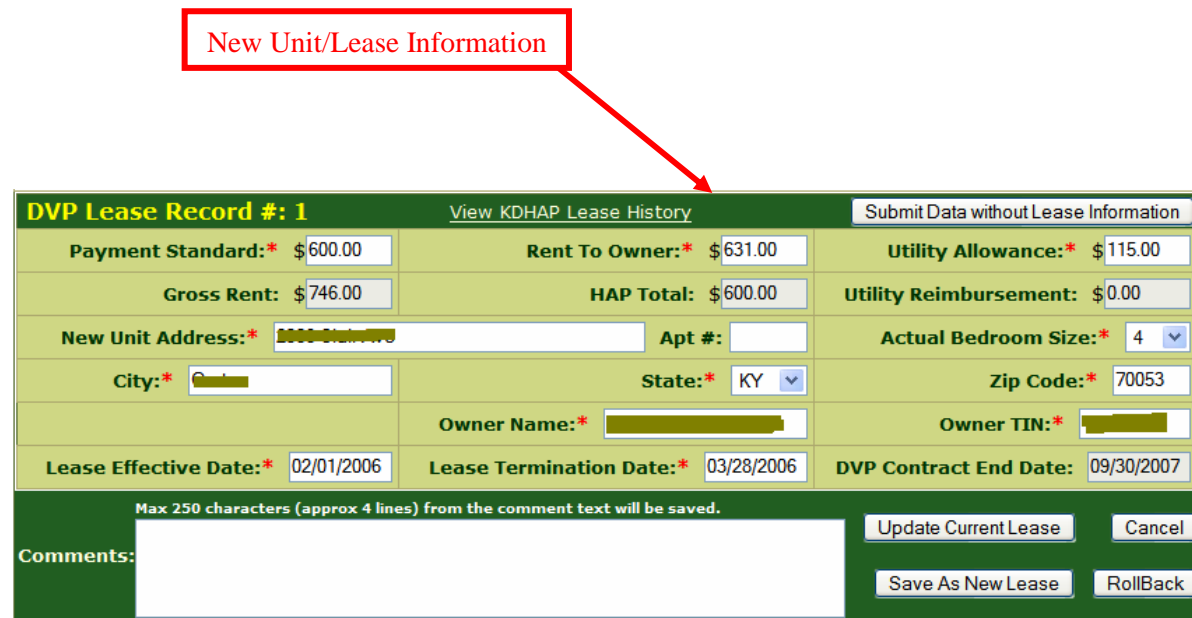
Figure 11a shows the New Lease Information Section located at the bottom of the form. **This section is available only to HA and HUD users.** This Section is used to record the lease assistance provided by a PHA to the Household.

**HA Determined Eligible** indicator has to be ‘Yes’ before a User can enter Lease information for a Household receiving HUD Assistance.

In addition, the Lease Details section is *not displayed* to the user when one or more of the following conditions are true:

- User does not have enough privileges to modify the lease details.
- HA Determined Eligibility is set to NO.
- The New Program Type is one of the following:
  1. PH – Public Housing
  2. MF – Multifamily Assistance
  3. US – USDA Assistance.
  4. OT – Other Assistance

**All the fields displayed with asterisks on the Lease information Section are required.**



The screenshot shows a web form titled "DVP Lease Record #: 1". A red box labeled "New Unit/Lease Information" with an arrow points to the form. The form contains several sections of input fields:

- Payment Standard:** \$600.00
- Rent To Owner:** \$631.00
- Utility Allowance:** \$115.00
- Gross Rent:** \$746.00
- HAP Total:** \$600.00
- Utility Reimbursement:** \$0.00
- New Unit Address:** [Redacted]
- Apt #:** [Redacted]
- Actual Bedroom Size:** 4
- City:** [Redacted]
- State:** KY
- Zip Code:** 70053
- Owner Name:** [Redacted]
- Owner TIN:** [Redacted]
- Lease Effective Date:** 02/01/2006
- Lease Termination Date:** 03/28/2006
- DVP Contract End Date:** 09/30/2007

At the bottom, there is a "Comments" section with a text area and a note: "Max 250 characters (approx 4 lines) from the comment text will be saved." Buttons for "Update Current Lease", "Cancel", "Save As New Lease", and "RollBack" are also present.

Figure 12a – Lease information

**HA Determined Eligible:** ☒ Yes ☐ No

Figure 12b – HA Determined Eligible Indicator

## 2.13 – CREATING NEW LEASE RECORD / VIEWING PREVIOUS LEASE RECORDS

- a) DVP will not allow any lease effective date prior to 2/1/2006.
- b) To Create New Lease for a particular household, Search records via search Screen and bring up Assistance Details page.
- c) Make sure current Lease information is completely entered and is valid.
- d) In the Lease information section enter information about new lease. Make sure the New Lease effective date is greater than previous Lease termination Date.
- e) When all new lease details has been filled in, click on “Save as New lease” button to save new information as next Lease record.
- f) To verify that the new lease was created bring up the assistance details screen again.
- g) At the bottom of the screen an extra button with title “View previous Lease record” will be displayed.
- h) Click on title “View previous Lease record” to view pervious Lease records.

**DVP Lease Record #: 1** [View KDHP Lease History](#) [Submit Data without Lease Information](#)

<b>Payment Standard:*</b> \$ 600.00	<b>Rent To Owner:*</b> \$ 631.00	<b>Utility Allowance:*</b> \$ 115.00
<b>Gross Rent:</b> \$ 746.00	<b>HAP Total:</b> \$ 600.00	<b>Utility Reimbursement:</b> \$ 0.00
<b>New Unit Address:*</b> 1000 State St	<b>Apt #:</b>	<b>Actual Bedroom Size:*</b> 4
<b>City:*</b> Louisville	<b>State:*</b> KY	<b>Zip Code:*</b> 70053
<b>Owner Name:*</b>	<b>Owner TIN:*</b>	
<b>Lease Effective Date:*</b> 02/01/2006	<b>Lease Termination Date:*</b> 03/28/2006	<b>DVP Contract End Date:</b> 09/30/2007

Max 250 characters (approx 4 lines) from the comment text will be saved.

**Comments:**

[Update Current Lease](#) [Cancel](#) [Save As New Lease](#) [RollBack](#)

Figure 13a – Saving New Lease Record

**DVP Lease Record #: 1** [View KDHP Lease History](#) [Submit Data without Lease Information](#)

<b>Payment Standard:*</b> \$ 600.00	<b>Rent To Owner:*</b> \$ 631.00	<b>Utility Allowance:*</b> \$ 115.00
<b>Gross Rent:</b> \$ 746.00	<b>HAP Total:</b> \$ 600.00	<b>Utility Reimbursement:</b> \$ 0.00
<b>New Unit Address:*</b>	<b>Apt #:</b>	<b>Actual Bedroom Size:*</b> 4
<b>City:*</b>	<b>State:*</b> KY	<b>Zip Code:*</b> 70053
<b>Owner Name:*</b>	<b>Owner TIN:*</b>	
<b>Lease Effective Date:*</b> 02/01/2006	<b>Lease Termination Date:*</b> 03/28/2006	<b>DVP Contract End Date:</b> 09/30/2007

Max 250 characters (approx 4 lines) from the comment text will be saved.

**Comments:**

[Update Current Lease](#) [Cancel](#) [Save As New Lease](#) [RollBack](#)

[<< View Previous Lease Record](#)

Figure 13b – Viewing Previous Lease Record

## 2.14 – FIXING INPUT ERRORS IN THE ASSISTANCE DETAILS FORM

- a) When you press **Update Current Lease or Save as New Lease** on the main Assistance Details form, you may receive an error message similar to **Figure 13a**.
- b) To fix this, **scroll** to the top of the page to view the list of errors. (See **Figure 13b**)
- c) Fix all the errors and **click** the **Update Current Lease or Save As New Lease** again. Repeat until there are no further errors



Figure 14a – Please Review Errors at the Top of the Form

A screenshot of a web application interface for the "Disaster Voucher Program (Ver 1.0)". The interface has a green header with "DVP" in yellow and "Reports" in white. Below the header, there are two tabs: "Search Households" and "Assistance Details", with "Assistance Details" being the active tab. The main content area has a green background with white text. It displays "Details for SSN: XXX-XX-8875" and a red error message: "---- Please correct following errors [Total 3 error(s)] ----". Below this, there are three error messages listed in red text: "Error 1: Please enter a valid value (not greater than \$5000) for the Rent To Owner!", "Error 2: Please complete the New Unit address with city name, state and zip code!", and "Error 3: Please enter valid Lease Effective Date greater than 02/28/2006 in mm/dd/yyyy format!". To the right of the error messages, there are three small square buttons with up, down, and refresh symbols.

Figure 14b – Review and Fix Listed Errors in the form

## 2.15 – ROLLING BACK LEASE/ASSISTANCE RECORDS - HUD/SUPER USERS ONLY

- a) Rollback functionality can be used to clear erroneous assistance details or lease details.
- b) For Users with Rollback privileges, the Household Lease/Assistance details page will display “Rollback” button at the bottom of the page.
- c) **Click** this button to navigate to Rollback options.
- d) Rollback options page will display all the lease records available for the selected household.
- e) Users may choose to rollback either the most recent lease record or all of them. (The most recent lease record is displayed as the top row of the table with light brown background.)
- f) **Click** one of the Rollback buttons to rollback appropriate record. The status of rollback will be displayed at the bottom of the page

The screenshot shows a form with fields for Zip Code, Lease Effective Date, and DVP Contract End Date. Below these fields are buttons for 'Update Current Lease', 'Cancel', 'Save As New Lease', and 'RollBack'. The 'RollBack' button is highlighted with a red box, and a red arrow points to it from the right.

Figure 15a – Rollback Lease and Assistance Records

The screenshot shows the 'Rollback Lease records for SSN: XXX-XX-XXXX' page. It includes a header for 'DVP Reports' and 'Disaster Voucher Program(Ver 1.0)'. Below the header, there are fields for 'Head of Household Name', 'Sex', 'Disaster Program Code: 1603', 'Initial PHA (Code and Name)', 'Date of Birth', and 'HA Determined Eligibility: Y'. A message states: 'Requested record(s) were rolled back and archived. See the details of rolled back records at the bottom of the page.' Below this message are buttons for 'Rollback most recent record [#1]', 'Rollback All Records', and 'Cancel'. At the bottom, there are two tables showing lease records.

Lease Record Number	Payment Standard (\$)	Rent to Owner (\$)	Lease Start	Lease End	New Program Type	Receiving PHA	Last Update Date-Time	Updated by (user id)
1 [Modify]	696.00	696.00	02/01/2006	09/30/2006	NV	LA001 New Orleans HA	Feb 8 2006 3:48PM	anita

Following record(s) were rolled back and archived.

Lease Record Number	Payment Standard (\$)	Rent to Owner (\$)	Lease Start	Lease End	New Program Type	Receiving PHA	Last Update Date-Time	Updated by (user id)
-2	-696.00	-696.00	-10/01/2006	-12/30/2006	-NV	-LA001 New Orleans HA	-Feb 8 2006 3:50PM	-anita

Figure 15b – Rollback Lease Record Screen

## 2.16 – PORT OUT – RECEIVING PHA USERS ONLY

- a) Port out functionality is used to move a household from one Receiving PHA to Another.
- b) Only a HA user that belongs to the Receiving PHA can perform Port out.
- c) Port Out process involves following steps:
  1. Open a household record for modifications and click Port Out button located in the Receiving PHA box.
  2. Click “OK” on the Message box (figure 16 B) displayed and Port out Options page will appear.
  3. Select new PHA (to which selected household will be Ported Out) using Select New PHA Button.
  4. Enter comments if any.
  5. Click Port Out button to complete the process.
- d) Port out process essentially creates additional blank lease with the new PHA.
- e) After successful port out current PHA user cannot edit the record. The record modification privileges are now with the new PHA users.

Receiving PHA Information: ☒ Assign PHA now! ☐ Assign PHA later! Port Out

HQ Office: PO Field operations

Figure 16a- Port Out Button

https://nthhq149.hud.gov

Are you sure you want to perform PORT OUT for this household?

If you have made any changes to this form please save it before proceeding further. Port out process will use the latest saved version of the record

Once a household is ported out to another PHA, only the users belonging to that PHA can modify the selected record.

Press OK to go to the Port out options page. Press Cancel to abort the request.

OK Cancel

Figure 16b- Port Out Process Message box

Head of Household Name: JOHN SMITH (FirstName | Middle Initial | Last Name)

Program: Disaster Supplemental Voucher Program

Initial PHA (Code and Name): LA013 JEFFERSON PARISH HOUSING AUTHORITY

Sex: M Date of Birth: 08/03/1970 (mm/dd/yyyy)

Pre Disaster Program Type: VO - Displaced Voucher Family

Current PHA:

HQ Office: PO Field operations

Hub: 6HNWO New Orleans Hub

Field Office: 6HPH NEW ORLEANS HUB OFFICE

Housing Authority: LA001 New Orleans HA

State: LA Program Type: Combined

New PHA:

HQ Office: PO Field operations

Hub: 4HATL Atlanta Hub

Field Office: 4APH ATLANTA HUB OFFICE

Housing Authority: GA199 SANDERSVILLE

State: GA Program Type: Low Rent

Search and Select New PHA

Max 250 characters (approx 4 lines) from the comment text will be saved.

Comments: Ported out as per households request.

Port Out Cancel

Figure 16c- Port Out Options page

## 2.17 – VIEWING RECORDS ALREADY ASSIGNED TO A PHA

- a) To search for a record already updated and assigned to a PHA, click on the view and update details link at the bottom of the screen. Alternately you can also select the link “**Assistance Details**” located at the top to view list of Households assisted by a PHA. (See Figure 17a).

The screenshot displays the 'Disaster Voucher Program (Ver 1.0)' interface. At the top, there is a navigation bar with 'DVP' and 'Reports' tabs. Below this, a green bar contains three links: 'Search Households', 'Assistance Details' (highlighted with a red box), and 'Add Households'. The main section is titled 'Search for Household Assistance details'. It features two search methods: 'Search by SSN:' with a text input and a 'Search' button, and 'Search by Information:' with fields for 'Last Name:' (marked as required), 'First Name:', 'Sex:' (a dropdown menu), and 'Date of Birth:' (with a date format hint 'mm/dd/yyyy'). There are 'Search' and 'Reset All' buttons for the information search. A green text note states: 'Searching by information may take long time to retrieve results as it may match several last names. To get the results faster please provide as many characters of Last name and first name as possible along with Date of birth and gender.' At the bottom, a red-bordered box contains the link: 'Click here to view/update details of households already assigned to PHA'.

**Figure 17a – Click on this link To View Records Assigned to a PHA**

- b) The PHA Search screen displayed will be empty. Search and select for a PHA by clicking on the “**Search for PHA information**” button.
- c) Select SSN link for the required record from the list displayed to view/edit the details of assistance.

**DVP Reports**

Search Households Assistance Details Add Households

**Disaster Voucher Program (Ver 2.0)**

HQ Office:  
Hub:  
Field Office:  
Housing Authority:  
State:

Program Type:

[Click here to Search for PHA Information](#)

**Please search and select a PHA to view the list of households assisted by that PHA.**

List of households assisted by Housing Authority

[<< Return to main search page.](#)

Figure 17b – Search for PHA Information

HQ Office: PO Field operations  
Hub: 6HFTW Fort Worth Hub  
Field Office: 6EPH HOUSTON PROGRAM CENTER  
Housing Authority: TX005 Houston Housing Authority  
State: TX Program Type: Combined

[Click here to Search for PHA Information](#)

**Please search and select a PHA to view the list of households assisted by that PHA.**

List of households assisted by Housing Authority

#	SSN	First Name	Last Name	Date of Birth	Sex	Pre-Disaster Address	Archived Data
1	<a href="#">XXX-XX-XXXX</a>		NEWTON		F		<a href="#">View</a>
2	<a href="#">XXX-XX-XXXX</a>	SANG			F		<a href="#">View</a>
3	<a href="#">XXX-XX-XXXX</a>		WOODS		F		<a href="#">View</a>
4	<a href="#">XXX-XX-XXXX</a>	ANDREW			M		<a href="#">View</a>
5	<a href="#">XXX-XX-XXXX</a>		SMITH		F		<a href="#">View</a>
6	<a href="#">XXX-XX-6789</a>	Abraham	Lincoln		M	,	<a href="#">View</a>
7	<a href="#">XXX-XX-XXXX</a>		ARCHIELD		F		<a href="#">View</a>

Figure 17c – Click on One of The Links To View Records Assigned to a PHA



## 2.18 – ADDING/APPROVING NEW HOUSEHOLDS

DVP provides a functionality to add new households to the system. Every household added to the system needs to be approved either by HUD personnel or the DVP system itself.

- Click on the “Add Households” tab to access the Add/Approve households option (figure 18b).
- Guest users** would not see the screen shown in 18b, instead they will be directly taken to the “Add Households” form where they can enter the new households information.
- HA Users** would typically see the top two buttons as indicated in the figure 18b.
- SUPER and HUD Users** would see all the options as displayed in the figure 18b.

Following pages describe the New Households Addition and Approval process in details



Figure 18a – Click on “Add Households” link to view the options

Super/ HUD users	HA users	Add New Households	<b>Add new households to DVP system</b> Use this action to add households to the system. All the households (except of type HL - CPD) must be approved before they appear in the system and provided assistance. Households with pre-disaster code "HL - CPD (Homeless)" do not need the formal approval as the PHA Verification and Screening process is enough to establish their eligibility for DVP system.
		Update PHA Verification Details	<b>Modify the PHA Verification and Screening results for HL - CPD households.</b> This functionality is used for the households with pre-disaster program type "HL - CPD". It allows user to modify only the incomplete details of PHA Verification and Screening.
		Approve/Reject Households	<b>Approve or reject newly proposed households.</b> This action allows user to search for households pending approval. You may choose to select any of the households from search results and approve or reject them. It also provides entire list of proposed households if you want to approve/reject multiple households at a time. Viewing the entire list may take long time depending upon the number of pending households.
		Reset Rejected Households' Status	<b>Reset the status of Rejected Households to "Pending"</b> This action allows user to search for rejected households. You may choose to select any of the rejected households from search results and reset their status back to "Pending" (and in turn put them back into the Approval queue). It also provides entire list of rejected households if you want to reset multiple households at a time. Viewing the entire list may take long time depending upon the number of rejected households.

Figure 18b – Add/Approve households - options

## 2.19 ENTERING NEW HOUSEHOLDS (Pre Disaster Program: MF, MR, OH, PH, VO)

- Click “Add New Household” button from the previous screen to navigate to the new household data entry screen. Guest users are directly taken to this screen when they click the page group link “Add households”.
- Pre Disaster Program** Type has 6 options to choose from as shown in figure 19b.
- Guest users cannot add HL-CPD (Homeless), so this option won’t be displayed in the guest users’ screen.
- The Initial PHA is required when Program Types PH and VO are selected.
- The verifying PHA and the PHA verification and Screening Results are required when Program Types HL – CPD is selected. PHA verification options will appear in screen as shown in figure 19c when **HL-CPD** is selected.
- The process to add HL-CPD households is described in details on following pages.
- To add households with rest of the pre-disaster program types enter the required data and click “Add household” button. Correct any validation errors presented at the top of the page and submit the data again.
- Household data submitted will be put into an approval queue and added to the system once HUD or Super Users approves it.

Add New Household			
Head Of Household Name: * John M Doe (First Name   Middle Initial   Last Name)			
Head of Household SSN: * 999999999		Sex: * Male	Disabled: * No
Date of Birth: * 02/19/1960 (mm/dd/yyyy)		Contact Number: (555) 425 - 5555	
Disaster Program Code: 1605 - Alabama (KATRINA)		Citizenship: * Yes	Old Bedroom Size: 1
Former Address: 123 SouthWest Blvd		Apt #: A99	
City: SomeCity		State: NC	Zip Code: 55555
Pre Disaster Program Type: * PH - Displaced Public Housing Resident			
Initial PHA: * (Required when Pre Disaster Program Type is PH or VO)			
HQ Office: PO Field operations Hub: 4HGRN Greensboro Hub Field Office: 4FPH GREENSBORO HUB OFFICE Housing Authority: NC011 Greensboro Housing Authority State: NC Program Type: Combined <input type="button" value="Search and Select PHA"/>			
Purpose: * OP - Other (Please enter description in comments section)			
Point of Contact Name: * Ron Underwood		POC Contact Number/Email: * 555-613-8989 (A@domain.com)	
Comments: Max 250 characters (approx 5 lines) from the comment text will be saved.		Change in head of household. Split family.	
		<input type="button" value="Add Household"/>	<input type="button" value="Cancel"/>

Figure 19a – Add Household form.

HL - CPD: Continuum of Care (Homeless)	←
MF - MultiFamily	
MR - Mod-Rehab	
OH - Displaced Other Federally Assisted Housing Family	
PH - Displaced Public Housing Resident	
VO - Displaced Voucher Family	

Figure 19b – Pre Disaster Program types.

PHA Verification and Screening of this household is pending and will be completed later.	
Verification Completed by: <input type="radio"/> PHA <input type="radio"/> Sub Contractor (Required when PHA verification and screening is completed.)	
Case Management Performed by: <input type="radio"/> PHA <input type="radio"/> KAT <input type="radio"/> Sub Contractor (Required when PHA verification and screening is completed.)	

Figure 19c – PHA Verification and Screening results fields for HL-CPD households.

## 2.20 ENTERING DATA FOR HL-CPD (Homeless) HOUSEHOLDS (HA/HUD/Super Users)

Only PHA users are supposed to add households with pre-disaster program type “HL-CPD”

- HL-CPD households’ data entry requires three additional fields as shown in figure 19c and 20a along with Verifying PHA.
- Users must indicate the status of PHA Verification and Screening process.
- HL-CPD households DO NOT follow the formal approval process required for all other Pre Disaster Program types.
- If the PHA verification and Screening results indicate that the household is eligible, system implicitly approves the household and makes it available for assistance.
- If the PHA verification and Screening results indicate that the household is ineligible, system implicitly rejects the household.
- Users can choose to enter the PHA verification results later. In such cases the record would be held in pending status.
- The approval queue will display the pending HL-CPD records but would not allow the select them.
- The PHA verification details for pending HL-CPD households can be modified using the button “Modify PHA Verification details” available on the main Add Households options page as shown in figure 20b.

**Pre Disaster Program Type:** \* HL - CPD: Continuum of Care (Homeless)

**Verifying PHA:** \* (Required when Pre Disaster Program Type is HL-CPD)

HQ Office: PO Field operations  
 Hub: 4HGRN Greensboro Hub  
 Field Office: 4FPH GREENSBORO HUB OFFICE  
 Housing Authority: NC011 Greensboro Housing Authority  
 State: NC Program Type: Combined

Search and Select PHA

**PHA Verification and Screening of this household** is pending and will be completed later.

**Verification Completed by:** ☐ PHA ☐ Sub Contractor (Required when PHA verification and screening is complete)

**Case Management Performed by:** ☐ PHA ☐ KAT ☐ Sub Contractor (Required when PHA verification and screening is complete)

Figure 20a – HL-CPD options.

**Add/Approve New Household**

**Add new households to DVP system**  
 Use this action to add households to the system. All the households (except of type HL - CPD) must be approved before they appear in the system and provided assistance. Households with pre-disaster code "HL - CPD (Homeless)" do not need the formal approval as the PHA Verification and Screening process is enough to establish their eligibility for DVP system.

Add New Households

**Modify the PHA Verification and Screening results for HL - CPD households.**  
 This functionality is used for the households with pre-disaster program type "HL - CPD". It allows users to modify only the incomplete details of PHA Verification and Screening.

Update PHA Verification Details

Figure 20b – Modify “PHA Verification details” option

## 2.21 APPROVING OR REJECTING NEW HOUSEHOLD RECORDS (HUD/SUPER users)

- Typically only HUD and Super users have privileges to approve or reject the new household records.
- Select “Approve/Reject Households” from Main Add household options pages to navigate to the approval page.
- Approval/Rejection page provides search functionality to search for pending households by SSN, First Name or Last Name.
- At least one of the following fields is required while searching the records: SSN, Last Name or First Name. Users can view all the pending households using button “Show All Households Pending Approval”. Retrieving all the pending records may take long time depending on the total number of pending records.
- If an SSN is entered, it must be 9-digit numeric value. For faster results enter at least 3 characters of First Name or last Name.
- To approve or reject a household, select the checkbox displayed next to the SSN number column in the search results and click appropriate button (“Approve” or “Reject:”
- Pending “HL-CPD” records not require formal approval. These records will have crossed out checkboxes, which cannot be selected.
- Press Cancel button to go back to the main options page.

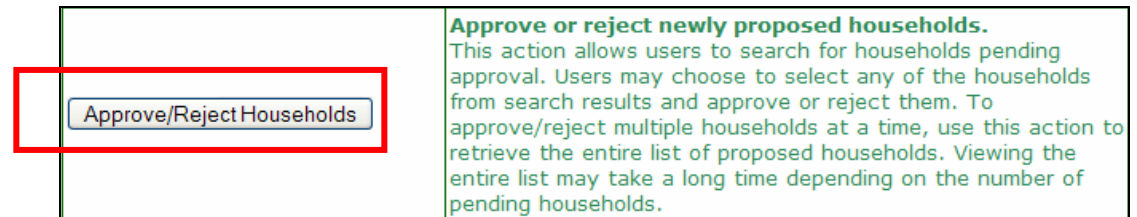


Figure 21a – Approve/Reject Households option

**Approve or Reject a Household**

To retrieve the list of proposed households matching specific criteria, please enter SSN or First Name or Last Name and click Search (at least one field is required). If SSN is entered, it must be a valid 9 digit numeric value. If First Name or Last Name is provided, make sure it is at least 3 characters long for faster search results.

To view the entire list of households(pending approval) click "Show all households pending approval". This option may take quite a while to display the list if there are lots of pending approvals.

**Search proposed households (pending approval)**

**SSN:**   
**Last Name:**   
**First Name:**

The records marked with 'Crossed out checkboxes' ( ☒ ) indicate that the household's pre disaster program type is "HL - CPD". These records will be approved or rejected by the system accordingly after the PHA verification details are updated.

#	SSN	FULL NAME	DATE OF BIRTH	SEX	DSBLD?	DISASTER CODE	CITIZENSHIP	OLD PROGRAM	INITIAL PHA	OLD ADDRESS	PURPOSE
<input checked="" type="checkbox"/> 1	XXX-XX-8888	William Linus	02/19/1960	M	N	1607	Y	HL	DC001 D.C Housing Authority		OP
<input type="checkbox"/> 2	XXX-XX-9999	Abraham Lincoln	11/16/1948	M	N	1604	Y	PH	AR171 Greenwood Housing Authority	23 White House Washington DC 22222	HB

Figure 21b – Pending Households List

## 2.22 RESET REJECTED HOUSEHOLDS' STATUS (Only for HUD and SUPER users)

Only HUD and Super users have privileges to reset the status of rejected household records back to pending.

- This functionality is typically used to put the rejected households back into the approval queue.
- Select “Reset rejected households’ Status” from Main Add household options pages to navigate to the ‘Reset status’ page.
- Reset status page provides search functionality to search for rejected households by SSN, First Name or Last Name.
- At least one of the following fields is required while searching the rejected records: SSN, Last Name or First Name. Users can view all the rejected households using button “Show All Rejected Households”. Retrieving all the records may take long time depending on the total number of rejected records.
- If an SSN is entered, it must be 9-digit numeric value. For faster results enter at least 3 characters of First Name or last Name.
- To reset a household, select the checkbox displayed next to the SSN number column in the search results and click “Reset Status to [Pending]”.
- Press Cancel button to go back to the main options page.

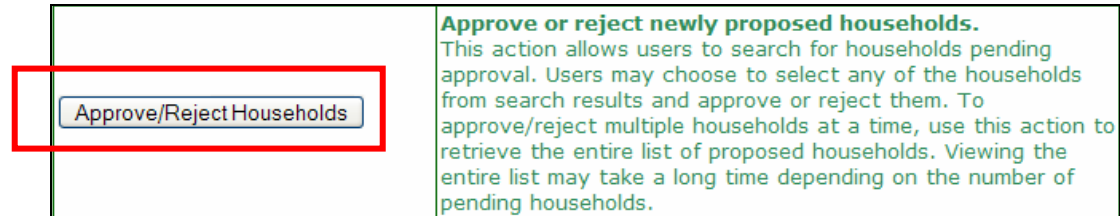


Figure 22a –Approve/Reject Households option

**Reset the status of Households to "Pending"**

To retrieve the list of rejected households matching specific criteria, enter one of the following information: SSN, First Name or Last Name and the must be a valid 9 digit numeric value. If First Name or Last Name is provided, make sure it is at least 3 characters long for faster search results.

To view the entire list of rejected households, click "Show All Rejected Households" button. Viewing the entire list may take a long time depending on the number of households.

**Search Rejected Households**

SSN:

Last Name:

First Name:

#	SSN	FULL NAME	DATE OF BIRTH	SEX	DSBLD?	DISASTER CODE	CITIZENSHIP	OLD PROGRAM	INITIAL PHA	OLD ADDRESS	PURPOSE	COMMENTS
<input type="checkbox"/> 1	XXX-XX-9999	Abraham Lincoln	11/16/1948	M	N	1604	Y	PH	AR171 Greenwood Housing Authority	23 White House Washington DC 22222	HB	
<input type="checkbox"/> 2	XXX-XX-████	██████████	██████████	M	N			PH	LA001 New Orleans HA	██████████	HF	
<input type="checkbox"/> 3	XXX-XX-████	██████████	██████████	F	N			VO	LA001 New Orleans HA	██████████	OP	

**HB** - HOH of broken-up, formerly HUD-housed families (i.e., new HOH).  
**HF** - HOH of formerly HUD-housed families not reported in PIC or TRACS.  
**OP** - Other purpose (Please see comments).

Figure 22b – Rejected Households List



## 2.23 MODIFYING PHA VERIFICATION RESULTS FOR HL-CPD (Homeless) HOUSEHOLDS (Only for HA/HUD/Super users)

- This functionality allows users to modify the PHA verification results of the already added HL-CPD households once they are available.
- Click on “Update PHA Verification Details” button on main page to navigate to HL-CPD households’ list page. .
- Select “Reset rejected households’ Status” from the Main Add household options pages to navigate to the ‘Reset status’ page.
- This page provides search functionality to search for HL-CPD households by SSN, First Name or Last Name.
- At least one of the following fields is required while searching the HL-CPD records: SSN, Last Name or First Name. Users can view all the rejected households using button “Show All HL-CPD Households”. Retrieving all the records may take long time depending on the total number of records.
- If an SSN is entered, it must be 9-digit numeric value. For faster results enter at least 3 characters of First Name or last Name.
- This page displays only those “HL-CPD” records for which the PHA Verification and Screening details are incomplete.

**Modify the PHA Verification and Screening results for HL - CPD households.**  
 This functionality is used for the households with pre-disaster program type "HL - CPD". It allows users to modify only the incomplete details of PHA Verification and Screening.

Figure 23a – Modify PHA Verification results option

**Update PHA Verification and Screening details for "HL - CPD" Households**

To retrieve the list of "HL - CPD" households matching specific criteria, enter one of the following information: SSN, First Name or Last Name and the 'Search'. If SSN is entered, it must be a valid 9 digit numeric value. If First Name or Last Name is provided, make sure it is at least 3 characters long search results.

This page does not display the "HL - CPD" households for which the PHA Verification and Screening details are complete.

To view the entire list of "HL - CPD" households (with incomplete PHA Screening and Verification Details) click [Show All "HL - CPD" Households]. This may take quite a while to display the list if there are lots of households with incomplete verification details.

**Search "HL - CPD" households**

SSN:

Last Name:

First Name:

#	SSN	FULL NAME	DATE OF BIRTH	SEX	DSBLD?	DISASTER CODE	CITIZENSHIP	OLD PROGRAM	VERIFYING PHA	OLD ADDRESS	PURPOSE	COMMENTS	POINT OF CONTACT
1	XXX-XX-8888	William Linus	02/19/1960	M	N	1607	Y	HL	DC001 D.C Housing Authority		OP		Thomas Jefferson 555-4589856

HB - HOH of broken-up, formerly HUD-housed families (i.e., new HOH).

HF - HOH of formerly HUD-housed families not reported in PIC or TRACS.

OP - Other purpose (Please see comments).

Figure 23b – HL-CPD Households List

- h) Select a record using radio button provided within search results and click on “Modify PHA Verification Details”.
- i) The Actual modification page allows changes in following three fields:
- Verification Status
  - Verified By
  - Case Management By
- Rest of the household data will be presented as read-only.
- j) Press Cancel button to abort the request and go back to the previous page.

Modify PHA Verification and Screening Results		
Head Of Household Name: XXX-XX-8888		
Head of Household SSN: William Linus	Sex: M	Disabled: N
Date of Birth: 02/19/1960	Citizenship: Y	Disaster Program Code: 1607 - Louisiana (RITA)
Pre Disaster Program Type: HL - CPD - Continuum of Care (Homeless)		
<b>Verifying PHA:</b>		
HQ Office:	PO Field operations	
Hub:	3HBLT Baltimore Hub	
Field Office:	3GPH WASHINGTON, DC PROGRAM CENTER	
Housing Authority:	DC001 D.C Housing Authority	
State:	DC	Program Type: Combined
PHA Verification and Screening of this household is completed and the household was found <input type="text" value="&lt;please select&gt;"/> *		
Verification Completed by:* <input type="radio"/> PHA <input type="radio"/> Sub Contractor		
Case Management Performed by:* <input type="radio"/> PHA <input type="radio"/> KAT <input type="radio"/> Sub Contractor		
Purpose: OP - Other (Please enter description in comments section)		
Point of Contact: Thomas Jefferson 555-4589856		
Comments:		
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>		

**Figure 23c – PHA Verification and Screening details changes**

## 2.24 – DVP REPORTS

- a) Click on the **Report** tab to open the Report Screen.
- b) There are two types of Reports available
  - i. Transaction Report
  - ii. New Household Report.



Figure 24a – Click on Report to Open the Report Screen



## 2.25 – RUNNING TRANSACTION REPORT

- a) Click on the Report tab.
- b) Click on “Click here to Search and Select PHA” to select the HA to report on. (See Figure 25a)
- c) Once the HA is selected, check the desired boxes of the fields to view on the report.

**DVP Reports**

**Report** New Households Report

**Transaction Report - Disaster Voucher Program(Ver 2.0)**

**Data Filters for Transaction Report**

**Receiving PHA options:** ☒ View records for selected PHA ☐ View records for ALL PHAs

**HQ Office:** PO Field operations  
**Hub:** 6HFTW Fort Worth Hub  
**Field Office:** 6EPH HOUSTON PROGRAM CENTER  
**Housing Authority:** TX005 Houston Housing Authority  
**State:** TX **Program Type:** Combined

[Click here to Search and Select PHA](#)

**Old Family Category:** -- ALL --  
**New Program Type:** -- ALL --

**Select the columns to be displayed:**

<input checked="" type="checkbox"/> SSN	<input checked="" type="checkbox"/> Name	<input checked="" type="checkbox"/> Date of Birth
<input checked="" type="checkbox"/> Sex	<input type="checkbox"/> Total Family Members Count	<input checked="" type="checkbox"/> PHA Determined Eligibility
<input type="checkbox"/> Prior Bedroom Size	<input type="checkbox"/> Requested Bedroom Size	<input type="checkbox"/> Actual Bedroom Size
<input checked="" type="checkbox"/> Initial PHA	<input checked="" type="checkbox"/> Payment Standard	<input checked="" type="checkbox"/> Gross Rent
<input checked="" type="checkbox"/> Rent to Owner	<input checked="" type="checkbox"/> Utility Allowance	<input checked="" type="checkbox"/> HAP Total
<input checked="" type="checkbox"/> Utility Reimbursement	<input checked="" type="checkbox"/> Lease Effective Date	<input checked="" type="checkbox"/> Lease Termination Date
<input type="checkbox"/> DVP Contact End Date	<input checked="" type="checkbox"/> Receiving PHA Code	<input checked="" type="checkbox"/> Receiving PHA Name
<input type="checkbox"/> Ported Out?	<input type="checkbox"/> Disaster Program Code	<input checked="" type="checkbox"/> Predisaster Program Type
<input type="checkbox"/> Primary Contact Number	<input type="checkbox"/> Alternate Contact Number	<input checked="" type="checkbox"/> New Program Type
<input type="checkbox"/> New Unit Address	<input type="checkbox"/> Owner Name	<input type="checkbox"/> Owner TIN
<input type="checkbox"/> Transaction ID		

[Show Report](#) [Download into Excel](#)

**Figure 25a – Select the HA to Report on and Check Boxes for Fields in the Report**

- d) When all the fields

that should be in the report are added, click the **Show Report Button**. The generated report will open in a new Browser window. (See Figure 25b).

- e) Print, Save, or Copy the report as required.
- f) To go back to the DVP system, close the Report Window.
- g) The report can also be viewed as an excel spreadsheet. Click the “Download into Excel” button (See Figure 25c)

#	SSN	Name	Date of Birth	Sex	PHA Determined Eligibility	Initial PHA	Payment Standard	Gross Rent	Rent to Owner	Utility Allowance	HAP Total	Utility Reimbursement
1	XXX-XX-XXXX	XXXXXXXXXX	XXXXXX	Female	No	LA001 New Orleans HA	0	0	0	0	0	0
2	XXX-XX-XXXX	XXXXXXXXXX	XXXXXX	Female	No	LA001 New Orleans HA	733	733	601	132	733	0
3	XXX-XX-XXXX	XXXXXXXXXX	XXXXXX	Female	No	LA001 New Orleans HA	1232	1232	0	1232	1232	0
4	XXX-XX-XXXX	XXXXXXXXXX	XXXXXX	Female	No	LA013 JEFFERSON PARISH HOUSING AUTHORITY	743	743	0	743	743	0
5	XXX-XX-XXXX	XXXXXXXXXX	XXXXXX	Female	No	LA013 JEFFERSON PARISH HOUSING AUTHO	990	990	699	291	990	0
6	XXX-XX-XXXX	XXXXXXXXXX	XXXXXX	Female	No	LA001 New Orleans HA	743	743	635	108	743	0
7	XXX-XX-XXXX	XXXXXXXXXX	XXXXXX	Female	No	LA013 JEFFERSON PARISH HOUSING AUTHO	1232	1232	1147	85	1232	0
8	XXX-XX-XXXX	XXXXXXXXXX	XXXXXX	Female	No	LA001 New Orleans HA	733	733	0	733	733	0
9	XXX-XX-XXXX	XXXXXXXXXX	XXXXXX	Female	No	LA001 New Orleans HA	990	990	0	990	990	0
10	XXX-XX-XXXX	XXXXXXXXXX	XXXXXX	Female	No	LA012 KENNER HOUSING AUTHORITY	743	743	0	743	743	0
11	XXX-XX-XXXX	XXXXXXXXXX	XXXXXX	Female	No	LA001 New Orleans HA	743	743	545	198	743	0

Figure 25b – The new report opens up in a new Browser Window

#	SSN	Name	Date of Birth	Sex	PHA Deter	Initial PHA	Payment S	Gross Ren	Rent to Ov	Utility Allo	HAP Total	Utility Reir	Lease Effe	DSVP Cor	Receivin
1	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	743	743	635	108	743	0	1/1/2006	9/30/2007	TX005
2	XXX-XX-XXXX	(Hidden)	Hidden		No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
3	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	743	743	0	743	743	0		9/30/2007	TX005
4	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	990	990	0	990	990	0		9/30/2007	TX005
5	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	743	743	0	743	743	0		9/30/2007	TX005
6	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	743	743	0	743	743	0		9/30/2007	TX005
7	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
8	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	743	743	622	121	743	0	9/13/2005	9/30/2007	TX005
9	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
10	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	1245	1245	0	1245	1245	0		9/30/2007	TX005
11	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
12	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	1245	1245	0	1245	1245	0		9/30/2007	TX005
13	XXX-XX-XXXX	(Hidden)	Hidden		No	LA001 Nev	743	743	569	174	743	0	9/17/2005	9/30/2007	TX005
14	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
15	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	612	612	0	612	612	0		9/30/2007	TX005
16	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
17	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA013 JEF	743	743	699	44	743	0	10/7/2005	9/30/2007	TX005
18	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	0	0	0	0	0	0		9/30/2007	TX005
19	XXX-XX-XXXX	(Hidden)	Hidden	Female	No	LA001 Nev	640	640	0	640	640	0		9/30/2007	TX005

Figure 25c – The report as an excel Spreadsheet

## 2.26 – RUNNING NEW HOUSEHOLDS STATUS REPORT

- a) To view the status of Newly Added Households click on the Reports tab
- b) Then select the 'New Household Report' Link.
- c) Under 'Select View' user has the options to view any of the following reports.
  - a. Approved Records.
  - b. Rejected Records.
  - c. Pending Records.
- d) The Click 'View Report'
- e) Report can also be downloaded into Excel by clicking on 'Download into Excel' button.

DVP		Reports										
Report		New Households Report										
		Disaster Voucher Program (Ver 1.0)										
		New Households Status Report										
Select View:		<div>Approved Records <span>▼</span></div> <div>View Report</div> <div>Download into Excel</div>										
		<div>- Select Report Type -</div> <div>Approved Records</div> <div>Rejected Records</div> <div>Pending Records</div>										
		Approved Records. (6 Rows)										
#	SSN	Full Name	Disaster Code	CitizenShip?	Old Program	Initial PHA	Old Address	Purpose	Comments			
1	[REDACTED]	[REDACTED]	[REDACTED]	M	N	1604	Y	MF			HB	
2	[REDACTED]	[REDACTED]	[REDACTED]	M	N	1603	Y	HL			HB	
3	[REDACTED]	[REDACTED]	[REDACTED]	M	N	1606	N	MR		23 Sunshine Blvd W-23 ShinyCity DC 53475	HF	
4	[REDACTED]	[REDACTED]	[REDACTED]	F	N	1604	N	PH	GA175 ROCHELLE	12324 Driving Range 452 Rockville AZ 22104	HB	szfz dsgh sdgbdb 5 7 ur75 niedtyjtf68m nfumdj gc ndtyujt6u7jtgj
5	[REDACTED]	[REDACTED]	[REDACTED]	M	Y		Y	PH	GA199 SANDERSVILLE		OP	f jgh yfu km k89 679it ikHPL?^TT* (HOL K"L"{P}} PL{:Y c
6	[REDACTED]	[REDACTED]	[REDACTED]	M	Y		Y	HL			HB	

Figure 26a – New Households Status report

## APPENDIX A – DVP SECURITY ADMINISTRATION Q&A

**Setting up users in DVP:** User accounts are set up in DVP by designated Security Administrators in PIC and PICTEST. If you are a Security Administrator, you will have a PICTEST menu option under “PIC Maintenance” called “Security Administration”. If you do not have such a menu choice, this appendix does not apply to you.

**Introduction:** There are two steps to setting up a user in PICTEST1 to work on DVP. A user account must be created. For DVP, all user accounts will be created as “Guest” users in the REACS Division of headquarters.

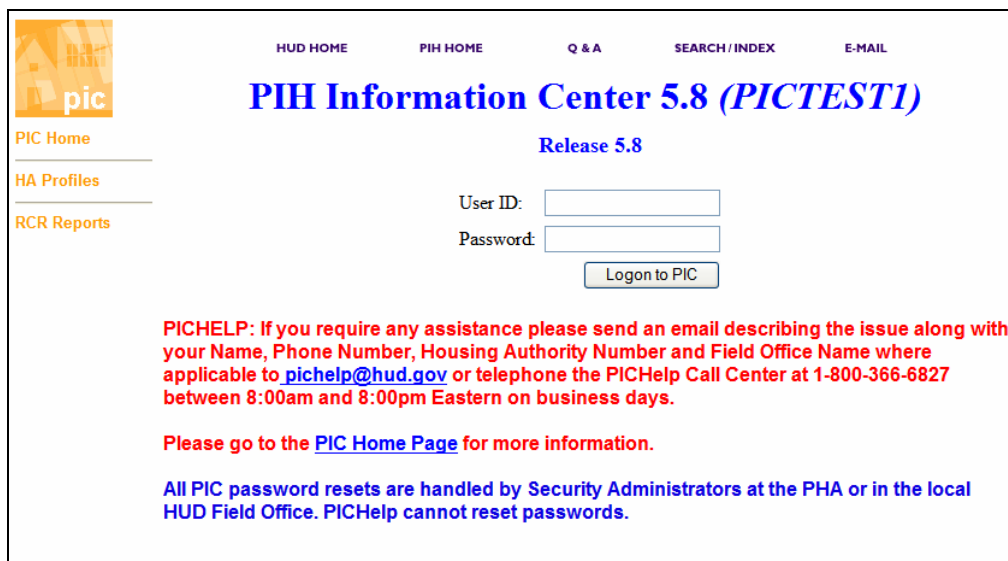
Always logon to PICTEST using:

<https://pictest.hud.gov/PIC/Logon/userlogon.asp>

You will be asked to authorize a certificate. Click “Yes”.



The PICTEST1 Logon screen appears next.



HUD HOME   PIH HOME   Q & A   SEARCH / INDEX   E-MAIL

**PIH Information Center 5.8 (PICKTEST1)**  
Release 5.8

PIC Home  
HA Profiles  
RCR Reports

User ID:   
Password:

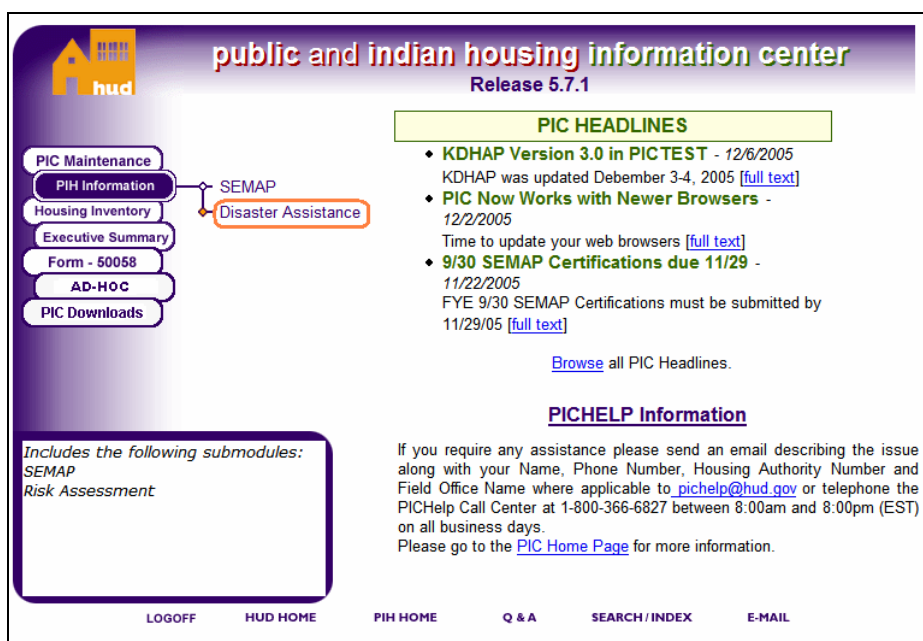
**PICHELP:** If you require any assistance please send an email describing the issue along with your Name, Phone Number, Housing Authority Number and Field Office Name where applicable to [pichelp@hud.gov](mailto:pichelp@hud.gov) or telephone the PICHelp Call Center at 1-800-366-6827 between 8:00am and 8:00pm Eastern on business days.

Please go to the [PIC Home Page](#) for more information.

All PIC password resets are handled by Security Administrators at the PHA or in the local HUD Field Office. PICHelp cannot reset passwords.

Enter the User ID and password and click “Logon to PIC”.

The PIC Main menu appears (the menu choices vary depending on your individual access rights).



HUD

**public and indian housing information center**  
Release 5.7.1

PIC Maintenance  
PIH Information  
Housing Inventory  
Executive Summary  
Form - 50058  
AD-HOC  
PIC Downloads

SEMAP  
Disaster Assistance

**PIC HEADLINES**

- ◆ **KDHP Version 3.0 in PICKTEST** - 12/6/2005  
KDHP was updated December 3-4, 2005 [\[full text\]](#)
- ◆ **PIC Now Works with Newer Browsers** - 12/2/2005  
Time to update your web browsers [\[full text\]](#)
- ◆ **9/30 SEMAP Certifications due 11/29** - 11/22/2005  
FYE 9/30 SEMAP Certifications must be submitted by 11/29/05 [\[full text\]](#)

[Browse](#) all PIC Headlines.

**PICHELP Information**

If you require any assistance please send an email describing the issue along with your Name, Phone Number, Housing Authority Number and Field Office Name where applicable to [pichelp@hud.gov](mailto:pichelp@hud.gov) or telephone the PICHelp Call Center at 1-800-366-6827 between 8:00am and 8:00pm (EST) on all business days.  
Please go to the [PIC Home Page](#) for more information.

Includes the following submodules:  
SEMAP  
Risk Assessment

LOGOFF   HUD HOME   PIH HOME   Q & A   SEARCH / INDEX   E-MAIL

## Frequently Asked Questions

**Q:** How can I add a new contractor user in PIC?

**A:** First the user account must be created (if it does not already exist).

1. Select “PIC Maintenance” and “Security Administration”.
2. Select View “Division User”.

3. For contractors, select HQ Office “KDHP Contractors” (bottom of pull-down list).
4. Select “Create New PIC User”.
5. Select “Guest User” (for all non-HUD contacts and contractors).
6. Enter user information (Last name, First name, Middle Name or Initial).
7. User ID (system generated) = first initial, middle initial (or “x”) and first six or less letters of user’s last name in lower case. (If the same User ID is already in use, the system will add “01” or next sequential number to ID when saving).
8. If user does not have an e-mail address or you do not know what it is, enter none@no-domain.com (because it is a required field). The user can change it later in “User Profile”.
9. Initial password should ALWAYS be “Password1” (note upper/lower case).

**Q: How can I add a new HA User in PIC?**

**A:** First the user account must be created (if it does not already exist).

1. Select “PIC Maintenance” and “Security Administration”.
2. Select View “FO HA User”.
3. Select the appropriate Hub from the pull-down list.
4. Select the appropriate Field office (if there is a pull-down list; some do not have one).
5. Select the Field Office HA (public housing authority) from the pull-down list.
6. Select “Create New PIC User”.
7. Select “HA User” for HA staff members.
8. Enter user information (Last name, First name, Middle Name or Initial).
9. User ID (system generated) = first initial, middle initial (or “x”) and first six or less letters of user’s last name in lower case. (If the same User ID is already in use, the system will add “01” or next sequential number to ID when saving).
10. If a user does not have an e-mail address or you do not know what it is, enter none@no-domain.com (because it is a required field). The user can change it later in “User Profile”.
11. Initial password should ALWAYS be “Password1” (note upper/lower case).

*Note: Once the user account has been created, regardless of user type, the Security Administrator must grant access rights in individual PIC sub modules before the user can access any useful information or do work in PIC.*

We will grant the following rights to users:

TAC Staff (User Type: “Guest User”):

Module	Sub module	Role	Security
PIC Maintenance	Security Administration	HA Security Admin	HQ Division
PIH Information	DVP	Submit-Modify (Guest)*	HQ Division
Executive Summary	Executive Summary	HA General Read	HQ Division

Non-HUD Contractors (e.g. NELROD) (User Type: “Guest User”):

Module	Sub module	Role	Security
PIC Maintenance	Security Administration	(not applicable)	(not applicable)
PIH Information	DVP	Submit-Modify (Guest)*	HQ Division
Executive Summary	HA Executive Summary	HA General Read	HQ Division

HA Staff (User Type “HA User”):

Module	Sub module	Role	Security
PIC Maintenance	Security Administration	(not applicable)	(not applicable)
PIH Information	DVP	Submit-Modify (HA)*	Field Office HA (select their hub and HA Code)
Executive Summary	Executive Summary	HA General Read	Field Office HA (select their hub and HA Code)

*\*Note: “Submit-Modify” function is split into two roles: one for contractors to submit only the family details and HA assignment part of the form: **Submit-Modify (Guest)** and one for HAs to submit all of the form: **Submit-Modify (HA)**.*

**Q: How can I change a user’s access rights in PIC?**

**A:** *Note: New users have no rights in PIC sub modules until the Security Administrator specifically assigns rights to them.*

- Access the PIC Security Administration sub module.
- Select View “Division User” or “FO HA User” as appropriate.
- For contractors (Guest Users):
  - Navigate to the “REACS” division Select the appropriate Hub from the pull-down list.
- For HA Users:
  - Select the appropriate Hub from the pull-down list
  - Select the appropriate Field office (if there is a pull-down list; some do not have one).
  - Select the Field Office HA from the pull-down list.
- Click the User ID to select the user.
- Select the applicable module and sub module (from the pull down lists).
- Choose “Add role”.
- Add the appropriate role from the pull-down list (see the chart above).
- Select Security Type (“HQ Division” for contractors, “Field Office HA” for HA users).
- Highlight the Division “Public and Indian Housing” for contractors,
- Select the appropriate Hub from the pull-down list.
- Select the appropriate Field office (if there is a pull-down list; some do not have one).
- Select the Field Office HA (public housing authority) from the pull-down list. (To highlight more than one HA, hold down the <Ctrl> key while clicking the HA Code.)
- Click “Save” to complete adding the role. Repeat for any remaining roles and sub modules that are needed.
- To remove a role, put a check mark in the box under “Remove” then click “Remove role” and confirm it when asked.

**Q: How can I remove a user from PIC?**

**A:** *Note: Once users have been added to PIC, for accountability reasons they may not be deleted. Instead they are made “inactive” which completely removes their access to data.*

- Select “PIC Maintenance” and “Security Administration”.
- Select View “Division User” or “FO HA User” as appropriate.
- For a contractor:
  - Navigate to the “REACS” division Select the appropriate Hub from the pull-down list.



- For HA Users:
  - Select the appropriate Hub from the pull-down list
  - Select the appropriate Field office (if there is a pull-down list; some do not have one).
  - Select the Field Office HA from the pull-down list.
- Click the User ID to select the user.
- Click “Modify User” (upper right).
- Under “User Details,” click the “No” button beside “Active Indicator”. This makes the User’s account inactive. (The process can be reversed by changing it back to “Yes” to make the user active again.) A user can also be made inactive by changing the “Expiration Date” to a date before today’s date. (This can also be reversed by changing the Expiration Date to a date later than today.) *To be active, a user must be active in both ways (by having a future Expiration Date and where Active Indicator = “Yes”).*